



PATENT

2642

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System And Method For Maintaining Real-Time Agent
Information For Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filed: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Austin, Texas
May 3, 2004

MAIL STOP NON-FEE AMENDMENT
COMMISSIONER FOR PATENTS
P. O. BOX 1450
ALEXANDRIA, VA 22313-1450

RECEIVED

MAY 07 2004

RESPONSE TO NON-FINAL OFFICE ACTION

Technology Center 2600

Dear Sir:

This paper is responsive to the Office Action dated February 2, 2004, having a shortened statutory period expiring on May 3, 2004 (May 2, 2004 being a Sunday). Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

No Amendments to the Drawings are made in this paper.

Remarks begin on page 8 of this paper.

17/C
smc
5/13/04